

**Abstract**

A contact relating to a communication being processed in a contact centre (such as for example a voice call, 5 video call or chat session) is allocated a unique identifier. A web page is accessible to the remote customer involved in the communication. On entering the unique identifier in the web page the user is provided with a customised page including information 10 regarding the status of the contact (such as for example queue position, queue skillset, and expected wait time) and the user can select options in this page to influence the processing of the contact by the contact centre, such as by switching queues, requesting 15 a specific agent to handle the contact or terminating the contact and substituting an email or a callback request.

(Fig. 3)